

Easy Read Summary

Annual Report 2014-15

Healthwatch reaches out to people across our district to find out about their experiences of health and social care.

We listen to groups of people whose voices are not often heard in health and social care. This year we have heard views from young people, older people, people from minority ethnic communities, and disabled people.



We go to local hospitals and GP surgeries regularly, to ask people there about what they think of the services.

Healthwatch volunteers and staff at outreach sessions in hospitals and GP practices have spoken to over 1000 people this year.



Healthwatch is helped by lots of volunteers including our board members.

We have trained and involved people from different backgrounds to become outreach volunteers or Enter and View representatives.

By finding out about people's experiences, we help improve local services.



One of our Enter and View visits was to Eccleshill Community Hospital. People were pleased with the service but wanted more information about going home. The hospital started a scheme called 'Ticket Home' - now patients and their families are more involved in getting ready for leaving hospital.



After we made recommendations last year, we went back to Airedale Hospital to see how elderly care wards have changed.

The new wards are better for people with dementia. On our second visit, carers and patients were pleased with the care they received.

Healthwatch gives people information about services that they need.



This year, 179 people asked us for information by phone, email or at outreach sessions.

They asked questions about things like social care services, community support, and how to make a complaint.



Lots of people who got in touch were looking for help to find an NHS dentist. This has shown us that there is a problem with access to dentists in some parts of the district. We are working with other Healthwatch organisations to get those in charge to understand and tackle the problem.

Healthwatch writes reports and tells those in charge about what needs to change.



We influenced local Clinical Commissioning Groups (who plan and buy health services) to introduce a training course for GP practice receptionists.

The training helps them to understand things from a patient's point of view so they are more helpful.



Healthwatch went to the Accident and Emergency department at Bradford Royal Infirmary, to ask people about their experience.

The Trust welcomed our report and have written back to tell us how they will improve the department.

Healthwatch Bradford and District works in partnership with other organisations, and we're part of the national Healthwatch network. By working together we can make sure people's voices are listened to, and we can have a stronger impact.

Our full Annual Report also includes details of how we make decisions, and where our money is spent. The report is available on our website at www.healthwatchbradford.co.uk or you can call 01535 665 258 to request a copy by post or email.

